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April 11, 2008

South Carolina Public Service Commission
Mr. David Lacoste
Saluda Building
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Office of the Regulatory Staff
Mr. C. Dukes Scott
1441 Main St., Suite 300
Columbia, SC 29201

COPY
Posted: ted
Dept: S.A. /ORS
Date: 4/15/08
Time: 4:00

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2008 APR 15 AM 10:48
SC PUBLIC SERVICE
COMMISSION

RE: CLEC Service Quality Reporting for US LEC of South Carolina Inc. d/b/a PAETEC Business Services

Gentlemen:

Enclosed is the CLEC service quality report for the 1st Quarter 2008 for US LEC of South Carolina Inc. d/b/a PAETEC Business Services.

Some of this information derives economic value from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use.

Further, the information is subject to substantial procedures to maintain its secrecy. Only select PAETEC personnel are granted access to the information. Those personnel receive access only on a "need to know" basis. Access to PAETEC offices is restricted. Any parties outside PAETEC who would be granted access to the information would be required to sign confidentiality agreements.

Because of this, we are requesting confidential treatment of the enclosed reports, and that their contents be withheld from public disclosure.

If you have questions, please contact me at (704) 319-6093 or sumer.smith@paetec.com.

Sincerely,

Sumer Smith
Regulatory Analyst

Enclosure

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APR 16 2008
PSO SC
DOCKETING DEPT

CLEC SERVICE QUALITY REPORTING REQUIREMENTS

Basis for Reporting Requirements: Rules & Regulations Governing Service Supplied by Telecommunications Companies in South Carolina - R.103-614, 618, 619, 661 & 663

- **Trouble Reports per Hundred Access Lines:** Percentage derived from total number of customer reported troubles divided by total access line count. Objective is a percentage of less than 5% in exchanges or reporting groups of over 7,500 access lines (7% for line counts under 7,500).
- **Customer Out of Service Trouble Clearing Times:** Percentage that shows the number of out of service reports cleared within 24 hours (excluding weekends and holidays). The objective is to clear at least 85% of out of service situations within 24 hours.
- **Held Applications and Availability of Service:** Two indices: 1) The percentage of Service Orders for installations (and/or Re-installations) completed within 5 working days, and 2) Commitments Fulfilled (i.e. service installation date expected but not delivered). The objective for both is 85% or better.

These reports should involve only 'regulated troubles'; that is, problems found to result from customer owned or leased station wire and/or equipment, lack of access or delays attributable to the customer should be excluded. Any other situation (including problems attributable to the ILEC) resulting in an objective not being met *should be explained within the report*.

It is incumbent upon the company to routinely file this information *within 30 days* of the end of each calendar quarter. CLECs with no present customers or existing operations within this state should file a statement indicating that such is the case; then begin filing quarterly statements after operations commence.

- **Interruptions of Service:** The Commission should also be notified of any major service interruption that may directly affect South Carolina customers. A major interruption would be considered one in which at least 10% of the company's subscribers within a definable service area are affected or potentially affected and if that situation exceeds or potentially will exceed one hour. This report should be filed as soon as practicable and should indicate the time, duration, cause of the interruption and steps taken to correct the situation. A copy of any written report submitted to any federal jurisdictional entity should also be sent to this Commission.

Information may be submitted via either E-mail (david.lacoste@psc.state.sc.us) or regular mail: Public Service Commission of South Carolina, Saluda Building 101 Executive Center Dr. Columbia, SC 29210 (803-896-5125)